

# Achieving Operational Efficiency Through Organizational Change Management for a Leading Global Healthcare Company

 Case Study



## Overview

Streamlining operations for better business outcomes

Our client is a Fortune 500 leading global healthcare company with a foundation in pharmaceutical distribution and solutions for manufacturers, pharmacies, and providers. It fosters a positive impact on the health of people and communities worldwide by advancing the development and delivery of pharmaceuticals and healthcare products.



## Challenges

Lack of standardized procedures and security concerns

The client faced operational inefficiencies due to the lack of standardized tools, policies, and procedures. It needed modern collaboration tools across the business, increased security to protect the brand, and cross-device access to content while maintaining flexibility for each business unit's unique requirements.



## Solution

Process improvements through robust systems

Together, with the client, we devised a strategy to migrate email, mobile devices, and SharePoint sites from four on-premises implementations to one client Office

365 tenant. We also migrated email, mobile devices, Teams, and SharePoint content from two separate Office 365 tenants to a single client Office 365 tenant. Moreover, we migrated all user accounts and computers to a single Active Directory domain, migrated content from Box to OneDrive, and migrated email archive content from Barracuda to Office 365. We also aligned operational rights, roles, and responsibilities within the new environment. Finally, we drove end-user expectations, cooperation, and engagement through a robust organizational change management program.



## Impact

Organizational efficiency, modern systems, and more value

Our solution successfully migrated five business units representing over 8,000 users in 59 countries. It standardized the end-user experience across business units and greatly enhanced the ability to communicate and collaborate easily with anyone in the firm. There was a projected \$4.5 million in value due to moving to Office 365, retiring legacy systems, and consolidating applications.



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